CLAIM LISTING

Please cancel claims 1-3, 5-20, and 30-32. Claims 4 and 21-29 were canceled previously. Please add new claims 33-54.

1-32. (Canceled)

33. (New)   A computer program product embodied in a computer readable medium and comprising computer instructions for:

receiving a question from a computer executed application;

identifying an operational context, wherein the operational context is associated with the question, and a category associated with the identified context;

retrieving an answer to the question, wherein the category and the question are used to retrieve the answer;

using a natural language indexing module to normalize the question if an answer is retrieved, wherein one or more superfluous words are removed from the question to determine whether another question is substantially similar to the question;

determining whether the answer is associated with the operational context and the question, wherein the question is an unanswered question if the answer is not associated with the operational context and the question, the unanswered question being logged;

identifying a plurality of unanswered questions; and

retrieving another answer in response to at least one of the plurality of unanswered questions.

34. (New)   The computer program product of claim 33, wherein identifying the operational context further comprises determining whether a web page has been visited.

35. (New)   The computer program product of claim 33, wherein identifying the operational context further comprises identifying a time that a web page is accessed.

36. (New)   The computer program product of claim 33, wherein identifying the operational context further comprises determining a format associated with the question.

37. (New)   The computer program product of claim 36, wherein the format comprises input from a field in a web page

38. (New)   The computer program product of claim 36, wherein the format comprises an e-mail message.

39. (New)   The computer program product of claim 36, wherein the format comprises an electronic chat question.

40. (New)   The computer program product of claim 33, wherein identifying the operational context further comprises determining a hardware environment associated with the computer executed application.

41.   (New)   The computer program product of claim 33, further comprising generating a web page configured to present the answer.

42.   (New)   The computer program product of claim 36, further comprising generating an e-mail configured to present the answer to the question.

43.   (New)   The computer program product of claim 33, wherein retrieving an answer to the question further comprises using at least the category to search one or more context to category maps.

44.   (New)   A computer program product embodied in a computer readable medium and comprising computer instructions for:

receiving at least one question from a computer executed application into a question module;

determining whether the at least one question is substantially similar to another question by normalizing the at least one question, wherein the normalizing the at least one question comprises removing one or more superfluous words;

identifying at least one category associated with a context in which the question was received using a context module;

using a knowledge module configured to identify an answer to the at least one question, wherein the answer is determined using the at least one category;

providing an authoring module configured to receive input, wherein the input is used to answer an unanswered question; and

logging the unanswered question using a tracking module, the tracking module being

configured to identify a plurality of frequently asked unanswered questions and to generate a

request for another answer to the plurality of frequently asked unanswered questions.

45.   (New)   A system, comprising:

a suggestion module adapted to provide a question and answer pair in response to a

request for assistance from a computer executed application, wherein the question and answer

pair is configured using a category associated with the request;

a context/category module configured to convert a request context to the category by

searching one or more stored context maps to determine whether a match between the request

context and the category is present; and

a statistics module adapted to provide a question, wherein the question includes a

plurality of frequently asked questions.

46.   (New)   The system of claim 45, wherein the statistics module is configured to

identify an unanswered question.

47.   (New)   The system of claim 46, wherein the statistics module further comprises an

authoring module configured to associate an answer with the unanswered question.

48.   (New)   The system of claim 45, further comprising a statistics module configured

to provide a plurality of questions.

49. (New) The system of claim 48, wherein the statistics module is further configured to arrange the plurality of frequently asked questions in a most frequently asked order.

50. (New) The system of claim 48, wherein the statistics module is further configured to arrange the plurality of questions in a least frequently asked order.

51. (New) A system, comprising:

a question module configured to receive at least one question from a computer executed application;

a context/category module configured to identify at least one category mapped to a context of the at least one question;

a knowledge module configured to identify an answer to the at least one question, wherein the answer is generated using the at least one category;

an authoring module configured to identify an unanswered question;

a statistics module configured to provide a question and answer pair associated with the category;

a suggestion module configured to provide the question and answer pair in response to a request for assistance; and

a tracking module configured to log the unanswered question, to identify one or more frequently asked unanswered questions, and to request another answer to the list of frequently asked unanswered questions.

52. (New) The system of claim 51, wherein the authoring module associates the another answer with the unanswered question automatically.

53. (New) A computer program product embodied in a computer readable medium and comprising computer instructions for:

identifying a context associated with a computer executed application, the computer executed application being configured to receive a request for assistance;

mapping the context to one or more of a plurality of categories;

determining which of the plurality of categories is associated with the context;

identifying a plurality of most frequently asked questions associated with one or more of the plurality of categories; and

displaying the plurality of most frequently asked questions.

54. (New) A method, comprising:

determining a category associated with a question, wherein the category is based at least in part upon a web page, the web page being recently accessed and the question being associated with a request for assistance associated with a computer executed application;

mapping the category to a context associated with the request to generate a context to category map, the map being stored in a repository;

identifying a plurality of most frequently asked questions associated with the category; and

displaying the plurality of most frequently asked questions.

55. (New)   A method, comprising:

receiving a plurality of questions;

determining whether each of the plurality of questions has an answer located in a knowledge database, wherein a context to category map is used to determine whether the answer is stored in the knowledge database;

storing each of the plurality of questions in the knowledge database, wherein at least one of the plurality of questions is unanswered;

logging the at least one of the plurality of questions that is unanswered;

identifying one or more frequently asked unanswered questions; and

receiving another answer from an administrative source for each of the one or more frequently asked unanswered questions.